

**Amendments to the Claims**

Please amend the claims without prejudice as follows and consider the subsequent remarks.  
This listing of claims will replace all prior versions and listings of claims in the application.

**Listing of Claims**

Claims 1-16 (Canceled)

17. (Canceled)

18. (Previously presented) A method as recited in claim 38 further comprising the e-commerce supply chain environment manager performing load balancing services that initiate and stop processes as utilization levels vary in the e-commerce supply chain.

19. (Canceled)

20. (Canceled)

21. (Canceled)

22. (Previously presented) A computer program as recited in claim 44 further comprising logic executable on a computer system for performing load balancing services that initiate and stop processes as utilization levels vary in the e-commerce supply chain.

23. (Canceled)

24. (Canceled)

25. (Canceled)

26. (Canceled)

27. (Canceled)

28. (Previously presented) A computer program embodied on a computer readable medium as recited in claim 50 further comprising a code segment for performing load balancing services that initiate and stop processes as utilization levels vary in the e-commerce supply chain.

29. (Canceled)

30. (Canceled)

31. (Canceled)

32. (Currently amended) A method as recited in claim 38 wherein the step of performing scheduled maintenance and service includes indexing received feedback from environment users.

33. (Previously presented) A method as recited in claim 40 wherein the data stored in the e-commerce supply-chain environment is indexed according to a profile for each framework user's.

34. (Previously presented) A computer program as recited in claim 44 wherein the maintenance and service module further indexes received feedback from environment users.

35. (Previously presented) A computer program as recited in claim 46 further comprising an index module for indexing data stored in the e-commerce supply-chain environment according to each environment user's profile.

36. (Currently amended) A computer program embodied on a computer readable medium as recited in claim 50 wherein the code segment facilitating performance of ~~scheduled~~ maintenance and service further comprises a code segment for indexing received feedback from environment users.

37. (Previously presented) A computer program embodied on a computer readable medium as recited in claim 52 further comprising a code segment for indexing data stored in the e-commerce supply-chain environment according to each environment user's profile.

38. (Currently amended) A method for maintaining and servicing a network-based e-commerce supply chain environment, comprising:

(a) — ~~planning demand and supply of manufacturer offerings within the network-based supply-chain environment;~~

(b) — ~~managing orders for the manufacturer offerings;~~ and

(e) providing maintenance and service for the network-based supply chain environment comprising:

(i)(a) receiving at an e-commerce supply chain manager from a plurality of provider environment users a plurality of notices for recommended maintenance and service;

(ii)(b) receiving at the e-commerce supply chain manager from a plurality of consumer environment users a plurality of requests for maintenance and service;

(c) planning demand and supply of manufacturer and service provider offerings based upon offering availability within the e-commerce supply chain environment;

(d) managing notices and requests for maintenance and service by matching provider environment users with consumer environment users according to demand and supply of manufacturer and service provider offerings;

(iii)(e) scheduling maintenance and service at the e-commerce supply chain manager in a managed schedule based on the plurality of notices from the plurality of provider environment users and matched to the plurality of requests from the plurality of consumer environment users;

(iv)(f) transmitting a the managed schedule for maintenance and service to the plurality of users who requested or recommended maintenance and service from the e-commerce supply chain manager; and

(v)(g) performing scheduled maintenance and service of the e-commerce supply chain environment based on the managed schedule.

39. (Currently amended) A method as recited in claim 38 wherein the step of performing scheduled maintenance and service of the e-commerce supply chain environment comprises updating data items stored in the e-commerce supply chain environment selected from the group consisting of merchandising content, currency exchange rates, tax rates, and pricing information.

40. (Currently amended) A method as recited in claim 38 wherein the step of performing scheduled maintenance and service of the e-commerce supply chain environment comprises synchronizing data stored separately from the e-commerce supply chain environment with data stored in the e-commerce supply chain environment.

41. (Currently amended) A method as recited in claim 38 wherein the step of performing scheduled maintenance and service of the e-commerce supply chain environment comprises optimizing at least one operation of the e-commerce supply chain environment selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and connection load.

42. (Currently amended) A method as recited in claim 38 wherein the step of performing scheduled maintenance and service of the e-commerce supply chain environment comprises sending feedback response requests to the plurality of environment users of the e-commerce supply chain environment.

43. (Previously presented) A method as recited in claim 40 further comprising the e-commerce supply chain environment manager searching the data stored in the e-commerce supply chain environment prior to synchronization.

44. (Currently amended) A computer program having a plurality of modules embodied on a computer readable medium and executable on a computer for maintaining and servicing a network-based e-commerce supply chain environment, comprising:

- (a) a planning module for providing demand and supply of manufacturer offerings within the network-based e-commerce supply chain environment;
- (b) an ordering module for managing orders for the manufacturer offerings within the network-based e-commerce supply chain environment; and
- (c) a maintenance and service module to provide maintenance and service for the network-based e-commerce supply chain environment, the maintenance and service module comprising:
  - (i)(a) a receiving module for coordinating receipt at an e-commerce supply chain manager from a plurality of provider environment users a plurality of notices for recommended maintenance and service;
  - (ii)(b) a receiving module for coordinating receipt at the e-commerce supply chain manager from a plurality of consumer environment users a plurality of requests for maintenance and service;
  - (c) a planning module for planning demand and supply of manufacturer and service

provider offerings based upon offering availability within the e-commerce supply chain environment;

(d) a management module for managing notices and requests of maintenance and service by matching provider environment users with consumer environment users according to demand and supply of manufacturer and service provider offerings;

(iii)(e) a scheduling module for scheduling maintenance and service at the e-commerce supply chain manager based on the plurality of notices from the plurality of provider environment users and matched to the plurality of requests from the plurality of consumer environment users;

(iv)(f) a transmitting module for transmitting a the managed schedule for maintenance and service to the plurality of users who requested or recommended maintenance and service from the e-commerce supply chain manager; and

(v)(g) a maintenance and service module for performing scheduled maintenance and service of the e-commerce supply chain environment based on the managed schedule.

45. (Previously presented) A computer program as recited in claim 44 wherein the maintenance and service module updates data items stored in the e-commerce supply chain environment selected from the group consisting of merchandising content, currency exchange rates, tax rates, and pricing information.

46. (Previously presented) A computer program as recited in claim 44 wherein the maintenance and service module synchronizes data stored separately from the e-commerce supply chain environment with data stored in the e-commerce supply chain environment.

47. (Previously presented) A computer program as recited in claim 44 wherein the maintenance and service module optimizes at least one operation of the e-commerce supply chain environment selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and connection load.

48. (Previously presented) A computer program as recited in claim 44 wherein the maintenance and service module sends feedback response requests to the plurality of environment users of the e-commerce supply chain environment.

49. (Previously presented) A computer program as recited in claim 46 further comprising

the maintenance and service module searching the data stored in the e-commerce supply chain environment prior to synchronization.

50. (Currently amended) A computer program having a set of code segments embodied on a computer readable medium and executable on a computer for maintaining and servicing a network-based e-commerce supply chain environment, comprising:

(a) a code segment for planning demand and supply of manufacturer offerings within the network-based supply chain environment;

(b) a code segment for managing orders for the manufacturer offerings; and

(c) a code segment for providing maintenance and service for the network-based supply chain environment comprising:

(i)(a) a code segment for providing coordination of receipt at an e-commerce supply chain manager from a plurality of provider environment users a plurality of notices for recommended maintenance and service;

(ii)(b) a code segment for providing coordination of receipt at the e-commerce supply chain manager from a plurality of consumer environment users a plurality of requests for maintenance and service;

(c) a code segment for planning demand and supply of manufacturer and service provider offerings based upon offering availability within the e-commerce supply chain environment;

(d) a code segment for managing notices and requests for maintenance and service by matching provider environment users with consumer environment users according to demand and supply of manufacturer and service provider offerings;

(iii)(e) a code segment for providing scheduling of maintenance and service at the e-commerce supply chain manager using the plurality of notices from the plurality of provider environment users and matched to the plurality of requests from the plurality of consumer environment users;

(iv)(f) a code segment for providing transmittal of a the managed schedule for maintenance and service to the plurality of users who requested or recommended maintenance and

service from the e-commerce supply chain manager; and

(v) (g) a code segment for providing performance of scheduled maintenance and service of the e-commerce supply chain environment based on the managed schedule.

51. (Currently amended) A computer program embodied on a computer readable medium as recited in claim 50 wherein the code segment for performing scheduled maintenance and service of the e-commerce supply chain environment further comprises a code segment for updating data items stored in the e-commerce supply chain environment selected from the group consisting of merchandising content, currency exchange rates, tax rates, and pricing information.

52. (Currently amended) A computer program embodied on a computer readable medium as recited in claim 50 wherein the code segment for performing scheduled maintenance and service of the e-commerce supply chain environment further comprises a code segment for synchronizing data stored separately from the e-commerce supply chain environment with data stored in the e-commerce supply chain environment.

53. (Currently amended) A computer program embodied on a computer readable medium as recited in claim 50 wherein the code segment for performing scheduled maintenance and service of the e-commerce supply chain environment further comprises a code segment for optimizing at least one operation of the e-commerce supply chain environment selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and connection load.

54. (Currently amended) A computer program embodied on a computer readable medium as recited in claim 50 wherein the code segment for performing scheduled maintenance and service of the e-commerce supply chain environment further comprises a code segment for sending feedback response requests to the plurality of environment users of the e-commerce supply chain environment.

55. (Previously presented) A computer program embodied on a computer readable medium as recited in claim 52 further comprising a code segment to facilitate the e-commerce supply chain environment manager search of the data stored in the e-commerce supply chain environment prior to synchronization.